

# **2017 Massachusetts Community Transportation Coordination Conference Coordination and Innovation at the MBTA and MassDOT**

## **Presenters**

- Aniko Laszlo, MBTA/MassDOT
- Sean Powers, Innovative Paradigms
- Jackie DeWolfe, Coordination and Innovation and the MBTA and MassDOT
- Kathryn Quigley, PATI

## **Facilitator**

- Aniko Laszlo, MBTA/MassDOT

## **Jackie DeWolfe, Coordination and Innovation and the MBTA and MassDOT**

- MassDOT health transportation policy directive will require an increase in pedestrian and bike options. How do we do more than just acknowledge where the bus stop is?
- Open data portal:
  - MassDOT's new tool to map data for municipalities wanting to start new projects

## **Kathryn Quigley, Plan for Accessible Transit Infrastructure (PATI)**

- System wide access that identify MBTA barriers to access in order to establish prioritization criteria (what improvements would have the biggest impact on mobility) and long-term planning
- Survey bus stops:
  - Tablet based survey tool application to asses accessibility
  - Two-person filed crews conducted in-person assessment using tool application and BlindWays application
  - Bus stop web management tool
  - 7,588 bus stops were completed by January, 7640 are complete as of today
    - 209 of the stops surveyed were deemed "critical," meaning they have no accessible path to/from stop, boarding/exiting into the street
  - Action plan for critical bus stops
    - Elimination and modification – proximity to adjacent stop, ridership, Title VI non-discrimination considerations

## **Aniko Laszlo, MBTA Internal Access Monitoring Program**

- The MBTA Internal Access Monitoring Program is a secret shopper type program with individuals with disabilities testing bus stops and shelters.
- The results found that customers with disabilities were not be able to board 20.5% of the time
- Improvements to Fixed-Route bus service:
  - 796 new buses purchased in 2007
  - Improved bus inspection and maintenance
  - Bus Operators recertification program is a hands on classroom training
- Monitors:
  - Testers: people with disabilities who test the system for accessibility features
  - Observers: document testers experience and their own observations

## **Sean Powers, Innovative Paradigms**

- Consulting division of Paratransit, Inc.
- Has been travel training since 1983. Also does ADA Eligibility for the MBTA
- Travel instruction:
  - System orientation training, small group training, and training for seniors
- Data management system:
  - Manages all aspects of travel training and ADA paratransit eligibility
  - Data system includes iPads for use by field trainers, management oversight and reporting capability

## **Q&A**

- How can we educate the public that the wheelchair symbol on the T is not just for wheelchairs?
  - #Taccess, #Tetiquette.
- How do we simplify fare media?
  - AFC 2.0 Automated Fare Collection linking fare media to Bike Share and other systems